



Birmingham Child Contact Centre

Recruitment Policy

It is essential for Birmingham Child Contact Centre to be staffed in a way that will allow it to provide a safe, reliable and effective service for adults and children. The following is a list of good practices used when recruiting and supporting Employees and Volunteers:

1. Role Description to include:

- Job purpose
- Organisation Structure
- Scope of the Job
- Knowledge and experience
- Skills
- Key accountabilities and performance measures.

This is required so that the person applying for the position knows exactly what the job entails and what tasks they would be expected to be carry out.

2. Person Specification – the person specification outlines what would be expected from the person and includes the following:

- A commitment to the aims and objectives of BCCC
- Child Protection, Health and Safety information
- Use of professional initiative
- Quality and continuous improvement
- Proactive approach to work
- Team working

3. Job Advert – this can be advertised in a range of settings. For instance online advertisements, social media, leaflets/posters, university stalls for career days, etc.

4. Application form & Employment and Equal Opportunities Monitoring - prospective applicants will be required to complete an application form which will include headings such as; personal details, history of education, qualifications gained, criminal records (the organisation will require a DBS check to be carried out). Additionally an equal opportunities monitoring form will be included in the application pack. This helps us measure how effective we are in attracting a diverse range of candidates and demonstrates BCCC's commitment to diversity and inclusion.

5. Short Listing - The essential and desirable elements of the person specification and job description will be recorded on the short listing form and used for the short listing.

6. Interview Questions - It is important that questions are prepared before the interview and they are relevant to the job advertised and the Person Specification.

7. Interview Panel – where required it is preferable that the interview panel is led by one member of the panel, who, in liaison with the other members will:

- Analyse the applications to identify they match the criteria of short listing.
- Plan interview, questions, roles of the group and structure
- Prepare a suitable interview environment
- Chair the interview(s)
- Open the interview appropriately and establish a rapport with the candidate
- Use appropriate questioning techniques
- Control the interview
- Invite and deal with candidate questions
- Close the interview
- Liaise with other members of the panel on the outcome of the interviews
- Conduct the interview within legal requirements and make clear notes and justification for decision

8. DBS Checks – Once the successful candidate has been chosen, it is essential that Enhanced Level DBS checks are carried out prior to commencement in post.
9. References – Two written references are required for all applicants (if a verbal reference is carried out a hard copy is also required). Once the references are received it is important that any points that may be unclear in the reference must be highlighted and followed up with the referee.
10. Volunteer Offer Letter - after interviews have taken place and the candidate has been selected, appropriately referenced and DBS check has been received, an offer of employment/volunteering is sent to the successful candidate. This letter outlines the following and can act as their 'contract of Voluntary Service'
 - Probationary period (for volunteers: a minimum of four weekly sessions)
 - Salary or expenses (where appropriate)
 - Hours of work
 - Starting date
 - Holiday entitlement
 - Notice period
11. Contract – once all appropriate paperwork is received (references, DBS check etc.) the contract of employment/volunteering should be drawn up and the person should sign and return one copy (keeping a copy for themselves)
12. Induction Process – a responsible person should undertake the induction process. A named mentor should be provided.
 - Volunteers will receive induction training by the Volunteers Coordinator and will be allocated a “buddy” who will act as a mentor to provide support regarding the policies and procedures of the Contact Centre.
 - Volunteers should also receive the following documents : (1) Volunteers Information Pack – containing copies of the Contact Centre’s Codes of Practice, Procedures, guidelines and policy documents. (2) Volunteers and Members contact information and also the Volunteers Rota.
13. Volunteer File: The Volunteers & Families Co-ordinator will have access to an individual staff/volunteer file that contains copies of their contact information, application form, interview notes, references and DBS forms. The date of issue for their DBS and the DBS certificate number will also be noted. Plus any training and disciplinary proceedings. These will be checked as part of the NACCC accreditation/re-accreditation process. The storage and accessibility to this data shall be in accordance with our Privacy (GDPR) Policy.
14. All Volunteers and Members of the Management Committee (where appropriate) will receive appropriate NACCC training. They will also be encouraged to request training on special subjects that are of interest to them and relevant to the work of Birmingham Child Contact Centre.
15. Participation: All volunteers who have passed their probationary period will be welcome to become members of Birmingham Child Contact Centre, to gain an understanding of best practices in the management of organisations such as BCCC and to participate in the management of BCCC.
16. References for Volunteers: Child Contact Centres’ achievements depend on the dedicated work of volunteers, week in week out, year by year. It is important that volunteers are aware of BCCC’s appreciation of their unique contribution and is committed to helping volunteers in any way they can. This will include assistance in drafting CVs and writing references based on the Centre’s records, giving due regard to the Contact Centre’s GDP Regulations and Policies.